



Direct Tel: 0161 876 2068
Email: recruitment@thelowry.com



PRIVATE & CONFIDENTIAL

Dear Sir/Madam,

APPOINTMENT OF CASUAL EVENT DELIVERY MANAGER

Thank you for your interest in the above post. Please find enclosed the job description and personal specification for Casual Event Delivery Manager.

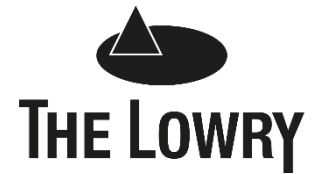
To apply for this position, please complete the application form. Under the Additional Information section please describe how you will apply your knowledge, experience, skills and qualities to fulfil the main duties and responsibilities of the post within a high profile visual and performing arts facility.

The application deadline for this position is Thursday 29 June 2017 at 10:00am. Please email this to recruitment@thelowry.com or post to Human Resources, The Lowry, Pier 8, Salford Quays, M50 3AZ.

Thank you again for your interest in The Lowry.

Yours faithfully,

Kay Sutton
Human Resources Advisor



JOB DETAILS

Post Title: Event Delivery Manager

Department: Hospitality Department

Reports to: Conference & Events Operations Manager

JOB PURPOSE

To be responsible for the operational planning, co-ordination, service delivery and customer management of all conferences and events, both internal and external. Providing a high level of customer-focused service and proactively assisting all clients, both organisers and delegates.

SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

STANDARDS

To be responsible for the delivery of hospitality and services for all conferences and events across all of The Lowry's Conference and Event hospitality spaces, ensuring consistency and quality of service throughout.

Work closely with the conference and events sales team to understand the practical needs of our clients and to provide advice on functional and effective delivery.

Meet and greet clients, display a thorough knowledge of their event and remain present and available to the client at all times.

To be responsible for maintaining back of house standards, including stock levels and storage.

To carry out daily department checks of the event spaces to ensure they are clean, tidy and in line with default or event setting, whichever is suitable at the time of the check.

To assist in the achievement of departmental objectives in conjunction with the business plan

To ensure that all equipment in the department is used correctly, maintained and cleaned properly, and that staff are appropriately trained

To ensure that all special requests for clients are carried out and that colleagues are notified accordingly.

Ensure all department 'standard operating procedures' are kept up to date and are used as a reference and training document.

STAFF AND TRAINING

Identify and undertake training and development as required in order to meet personal and business needs.

Assisting in the management of Hospitality staff and the effective deployment of them.

To control and organise staffing levels in collaboration with the Conference and Event Delivery Manager.

To ensure on going staff training is maintained and training records are up to date.

To motivate and encourage staff to achieve maximum productivity.

To ensure effective lines of communication are maintained with staff and colleagues

HEALTH AND SAFETY

Promote and comply with food safety, health and safety legislation and The Lowry's policies on equal opportunities and health and safety both in the delivery of services and the treatment of others.

To complete monthly Health and Safety checklists, in line with The Lowry's health and safety policy.

Ensure all food records and associated records are completed, documented and filed correctly.

Ensure all equipment failure/hazards are reported.

To ensure all licensing laws are strictly adhered to.

ADMINISTRATION

To attend meetings, where appropriate, and provide input to weekly operational and co-ordination meetings and effectively communicate information to all relevant personnel.

To carry out monthly stock takes and ensure records are accurate.

To ensure consumption is recorded and processed accurately for each event

FOOD AND BEVERAGE

To promote the excellence of the food and drink offer and to take every opportunity to increase sales

To maintain a visible presence during all events.

To ensure allergen information is up to date and is consistently monitored with the delivery of catering on each event.

Ensure the team are aware of allergen information for each event and can relay that information to clients.

FINANCIAL AWARENESS

To maintain the quality and consistency of the service, whilst maintaining cost control, in particular regarding casual staffing including their recruitment, selection, rotas, management, deployment and costs.

To identify and action any on-the-day up-selling opportunities and future business leads. To continually be looking at ways to develop and improve the product offer to maximise customer satisfaction, sales income and profitability, in association with members of the department.

DUTY MANAGEMENT

To complete duty management for the building, as and when required by the Hospitality Manager. This will include the total responsibility for all catering areas and its guests, dealing effectively and efficiently with any situation that may arise.

OTHER DUTIES

Working with the corporate audio visual technicians to provide service and support to clients as deemed appropriate.

Undertake any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of The Lowry.

REVIEW ARRANGEMENTS

This job information cannot be all encompassing. It is inevitable that over time the emphasis of the job may change, without changing the general character of the job or level of duties and responsibilities. Consequently, this information will be periodically reviewed, revised and updated in consultation with the post holder to reflect the appropriate changes.

Updated 03.09.2015 Head of Hospitality

CRITERIA	ESSENTIAL	DESIRABLE
SKILLS / ABILITIES	<p>Excellent communication and interpersonal skills, with the ability to relate with a wide cross section of people; external clients and suppliers and internal colleagues and departments</p> <p>A commitment to excellent customer care</p> <p>Excellent organisational and time management skills</p> <p>An ability to efficiently supervise staff, delegate tasks and empower employees</p> <p>Ability to work to deadlines</p>	<p>Demonstrate the ability to solve problems quickly and creatively, working under own initiative</p>
KNOWLEDGE	<p>Stock control and stock taking</p> <p>Cash handling</p>	<p>An active interest in hospitality trends and innovations</p>
QUALIFICATIONS, TRAINING AND EDUCATION	<p>Intermediate Food & Hygiene</p>	<p>Trained in First Aid</p> <p>Personal licence holder</p> <p>Registered SIA Door Supervisor</p>
EXPERIENCE	<p>Experience of hospitality operational management, preferably within a large visitor attraction.</p> <p>Experience in event management</p>	<p>Hospitality sales experience</p>
OTHER REQUIREMENTS	<p>Computer literate including Microsoft Office</p> <p>An understanding and empathy of The Lowry's</p>	<p>Knowledge of Artifax Event</p> <p>Knowledge of EPOS systems</p>

	<p>core functions</p> <p>A flexible and adaptable approach to fulfilling the duties of the post</p>	
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